

Our mission is to improve lives and our community by engaging people to give, advocate and volunteer.

ADVANCING EDUCATION INCOME AND HEALTH

December 5, 2018

Marlene H. Dortch, Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

Metro United Way
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Oldham County
PO Box 431
LaGrange KY 40031
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Shelby County
316 Main Street
Shelbyville KY 40065
ph: 502 633-4484
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**Clark, Floyd and
Harrison Counties**
405 E. Court Avenue
Suite 3
Jeffersonville IN
47131-0476
ph: 812 282-7587
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Re: WC Docket No. 18-336 and CC Docket No. 92-105 regarding the National
Suicide Hotline Improvement Act of 2018.

Dear Madam,

Metro United Way appreciates the opportunity to comment on the current effort undertaken by the Federal Communications Commission to study the feasibility of designating a three-digit number to the National Suicide Hotline and to assess the effectiveness of the current National Suicide Prevention Lifeline. Metro United Way is fighting in our community for health, education and financial stability by investing in 211. We launched 211 here in September 2006. While we are the primary funder we have received a small amount of support from local government and the local Area Council on Aging.

Our organization has a 100-year history of reaching out to the underserved and today we partner with over 100 nonprofits to drive systemic changes to solve our community's toughest problems like mental health and crisis.

We encourage the FCC to consider our 211 work here as a vital partner in increasing access to suicide prevention and intervention services. Our 211 services cover Clark, Floyd and Harrison County Indiana and Jefferson, Oldham, Shelby and Bullitt County Kentucky. Since the FCC designation of 211 in 2000, we have invested \$4,200,000 over the last 12 years to the success of 211 and presently answer over 100,000 requests for help each year. Moreover, each year our United Way invests more than \$17mm in mental health, substance use, health, education, and other financial stability services. These critical investments position us to be key partners in the success of an improved mental health and crisis response system.

It only makes sense to utilize the 211 network, it is already in place and staffed. We know it will take additional funding to fully train and get them ready to take crisis calls, but still much easier than going any other route. With the current

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confusion of our 211 and out Metro Government 311, we know an additional number may erode the simplicity of a single point of access for community help. We recommend that resources should be invested to improve a unified single point of access with a blended partnership of the National Suicide Prevention Lifeline and United Way's 211 services. We believe in the power of partnership to address gaps, not duplicate services, and will be a valuable partner in the fight against suicide.

You can learn more about our work at www.MetroUnitedWay.org and can reach my office for additional questions or discussion at 502-292-6175. Thank you for your time in addressing this important issue and for your consideration.

Sincerely,

A handwritten signature in cursive script that reads "Theresa M Reno-Weber".

Theresa Reno Weber
President, CEO
Metro United Way